

| <b>S.No.</b> | <b>Activities</b>                                               | <b>Expected Timelines</b>                                                                                                                            |
|--------------|-----------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1            | KYC entered into KRA System and CKYCR                           | 10 days of account opening                                                                                                                           |
| 2            | Client Onboarding                                               | Immediate, but not later than one week                                                                                                               |
| 3            | Order execution                                                 | Immediate on receipt of order, but not later than the same day                                                                                       |
| 4            | Allocation of Unique Client Code                                | Before trading                                                                                                                                       |
| 5            | Copy of duly completed Client Registration Documents to clients | 7 days from the date of upload of Unique Client Code to the Exchange by the trading member                                                           |
| 6            | Issuance of contract notes                                      | 24 hours of execution of trades                                                                                                                      |
| 7            | Collection of upfront margin from client                        | Before initiation of trade                                                                                                                           |
| 8            | Issuance of intimations regarding other margin due payments     | At the end of the T day                                                                                                                              |
| 9            | Settlement of client funds                                      | 30 days / 90 days for running account settlement (RAS) as per the preference of client.<br>If consent not given for RAS – within 24 hours of pay-out |
| 10           | 'Statement of Accounts' for Funds, Securities and Commodities   | Weekly basis (Within four trading days of following week)                                                                                            |
| 11           | Issuance of retention statement of funds/commodities            | 5 days from the date of settlement                                                                                                                   |
| 12           | Issuance of Annual Global Statement                             | 30 days from the end of the financial year                                                                                                           |
| 13           | Investor grievances redressal                                   | 30 days from the receipt of the complaint                                                                                                            |